



Dear Valued Customer,

Seven weeks ago, as we assumed the leadership positions of WorldCom, our first pledge was to restore trust in this great company. Never did we imagine it would be put to such a test.

As WorldCom moves through what will surely be an arduous process, there are several assurances we want to make to you, our highly valued customer. First, though we cannot predict the outcome of the various investigations under way — including a rigorous independent investigation we ourselves have initiated — we can promise that we will continue to be open and forthright. As you may know, our own internal audit uncovered these accounting transgressions, and we were prompt in reporting them to the SEC and in taking other corrective actions. We will continue to act swiftly and responsibly.

We also want to assure you that we, along with the thousands of fine employees at WorldCom, share in your shock and extraordinary disappointment in these disclosures. We are committed to fundamental change in this company and to the tenet that we will operate at the highest ethical standards.

Perhaps most importantly, you may rest assured that these developments will have no impact on your telecommunications services from WorldCom or MCI. Our cash flow, necessary to operate our business, is unaffected and in fact we have significant cash on hand. The layoffs you have read about are composed primarily of discontinued operations, contract workers, attrition, and other areas that are not service impacting. In sum, our commitment to serving you is unwavering.

There has been much speculation in the media about whether or not WorldCom can survive. We believe strongly that we can and will survive. Despite what our competitors may say, or what news reporters or others may speculate, WorldCom's new management team believes we can restore confidence in this company. There will be some difficult decisions ahead, but as we face those choices, we promise that we will keep the interests of our customers, employees, and investors uppermost in our minds.

WorldCom is a great and proud company, a company of motivated, creative, highly skilled people. We operate one of the world's most comprehensive global networks, serving both consumers and the mission-critical needs of business. You have been an integral part of our success, and we want to personally thank you for your support. We will work hard to retain your trust and confidence.

Sincerely,

John Sidgmore
President and CEO, WorldCom, Inc.

Ron Beaumont
Chief Operating Officer